EVALUATION GUIDE

Server & Application Monitor
EVALUATION GUIDE: Server & Application Monitor

The purpose of this guide is to help you understand how SolarWinds’ Server & Application Monitor (SAM) can help you do your job more efficiently, and increase the performance and uptime of your applications.

WHAT IS SOLARWINDS SERVER & APPLICATION MONITOR?

SolarWinds Server & Application Monitor is affordable and easy-to-use systems management software that helps to provide deep visibility into application and server (physical and virtual) performance issues for proactive hybrid IT performance alerting and helps with faster troubleshooting.

SAM offers support for more than 1,200+ applications, and the ability to create custom monitors to support any homegrown application or system.

Why Do Application and Systems Teams Love SolarWinds SAM?

» Continuous monitoring on-premise and in the cloud: Maintain application performance as you move apps from on-premise to the cloud. SAM provides end-to-end visibility of your business-critical applications running on private, public, and hybrid cloud environments.

» One-stop shop: No need for multiple tools and custom scripts. Monitor multi-vendor applications and servers from a single console.

» Affordable: Priced competitively helps to cater to the monitoring needs of organizations of all sizes, from a handful of servers to multi-site deployments with thousands of apps.

» Be the first to know: Be proactive. Receive alerts about issues before they become problems that can negatively impact business and end users.

» Respond faster: Help find the root cause of application problems, and fix them quickly.

» Discover network issues: Check the latency and packet loss analysis between your applications and all related servers in your infrastructure.

» Help minimize downtime: Optimize your IT infrastructure and reduce overhead.

» Everything works out of the box: Use prepackaged monitoring templates, alerts, and reports so you can begin monitoring immediately.

» Do-it-yourself deployment: No need for professional services for deployment and setup. Download and install SAM and is designed to start monitoring typically in about an hour.

» Power of customization: Easily extend monitoring helps to any custom or homegrown application.

» Forecast resource needs: Track server resource usage, asset inventory, and capacity planning.

— Don Ward, IT Manager, TopBuild Corp

“After deploying SolarWinds Server & Application Monitor, we are able to react to and resolve ‘down’ applications before the customer has time to call the Service desk or open a trouble ticket.”
What Problems Does SAM Help You Solve?

IT pros who face the following challenges on a daily basis should try SolarWinds SAM.

» Do you frequently encounter slow applications and servers in your IT environment?

» Are you getting alerts at the first sign of trouble so you can fix problems before they impact the business and end users?

» Are you able to pinpoint where the application issue originated? Is it in the application, database, operating system, physical server, virtual environment, storage, or network?

» Do you spend too much time and manual effort diagnosing and determining the cause of issues, instead of troubleshooting and fixing them?

» Are you using multiple tools and custom scripts to manage your multi-vendor systems and dozens of applications?

» Do you monitor your cloud infrastructure and on-premise systems environment separately?

ROI to Business and IT Teams

A survey shows that every hour of downtime can cost surveyed companies anywhere between $40,000 and $50,000. In a separate SolarWinds survey, we found that customers who use SAM were able to significantly reduce downtime and realize ROI typically in just a few months. TCO was generally reduced over years with a perpetual license.

Considerable Cost Savings  Minimize Downtime  Faster Application Troubleshooting

1 Source: SolarWinds survey of 579 users of Server & Application Monitor (Published: Oct, 2014)
MONITORING APPLICATIONS

Simplifying Application Monitoring with Templates

SolarWinds SAM is designed to access agentless and agent-based monitoring via WMI and SNMP protocols to poll monitoring information from applications and servers. SAM can automatically discover servers and applications on your environment.

To simplify monitoring and provide quick access to performance data for specific applications, SAM uses templates. A template is a blueprint that defines a collection of component monitors designed to monitor a device or application. A component monitor is a metric, which shows the current status or value of a monitored service or process.

For example, a template to monitor Active Directory will include component monitors to measure and report on metrics, such as LDAP client sessions, DNS client service, directory read/sec and write/sec, etc. You can add more component monitors to this template, or remove them as needed.
Benefits of Using Templates:

» **Broad coverage**: Key monitors and metrics are available out of the box to monitor more than 200 enterprise applications, or use any of the 800+ templates created by SAM users and shared on THWACK®, SolarWinds’ online community.

» **Simplicity**: Instead of modifying monitors for hundreds of individual applications, you can edit and customize a single template and apply it to multiple applications.

» **Flexibility**: Pick and choose component monitors for each template. Select and use only the monitors that you need, and help save on license costs.

» **Power to customize**: Easily edit and modify templates, or create your own for monitoring custom applications, servers, devices, or virtually anything that can send data to SAM.
Applications Supported Out of the Box

SolarWinds SAM offers more than 1,200+ application monitoring templates, so you don’t have to rely on other solutions. This approach is designed to deliver excellent performance, complex support, and future updates.

We don’t want to limit you in any way—that’s why SAM can support custom, community-built templates and Nagios® scripts.

Supported business-critical applications include Windows Server®, Linux®, Microsoft® Exchange™, Microsoft IIS®, Office 365®, Apache®, MySQL®, IBM® DB2®, Oracle® WebLogic®, and much more.

» View list of supported applications
» View built-in monitoring templates

Deep Application Monitoring with Built-In AppInsight Templates

SAM also offers three out-of-the-box super templates: AppInsight™ for Microsoft Exchange, IIS, and SQL Server®. These are designed to solve complex problems via deep performance monitoring. AppInsight templates have a fixed number of component monitors: 50 for Exchange, 30 for IIS, and 50 for SQL Server.

» Monitoring Exchange Server: View mailbox, database, status, and storage; identify replication issues; and monitor user mailbox activity.

» Monitoring Microsoft IIS: Monitor the availability of websites and application pools, report SSL certificate expiration, and perform remote actions to start/stop application pools.

» Monitoring SQL Server: Proactively monitor database connections, error logs, SQL agent job status, index fragmentation, long-running queries, and more.

“...The built-in AppInsight templates in SolarWinds Server & Application Monitor provide useful and intuitive data that can be viewed in a single pane of glass."

— John Marcial, IT/Systems Administrator, Carlson Wagonlit Travel, Inc
AppInsight for Exchange

Exchange Server

Mailbox Database Size and Space Use

Users By Mailbox Size
Connection Link Details

SolarWinds SAM can help you determine when any application slowdown is caused by the application itself or a problem in your network infrastructure. SAM can automatically discover the relationships between applications and servers, based on active application communication, and collects network connection statistics, such as packet loss and latency. You can monitor the flow of data between applications, processes, and nodes, and discover any network-related issue before it escalates and influences your end users.

» Learn more

Extend Monitoring to Custom Applications

SolarWinds SAM is designed to allow you to build new templates, or modify built-in templates to extend monitoring to virtually any custom or homegrown applications. You can import existing scripts, such as Nagios scripts, to SAM. The built-in script processor can enable you to convert Nagios scripts to a format that can be used to alert, schedule, run jobs, and report findings in SAM.

In addition, you can leverage SAM’s more than 800 custom monitoring templates, and those shared on THWACK.

» View templates available on THWACK
» Watch video on building custom templates

MONITORING SERVERS

SolarWinds SAM monitors the health and performance of multi-vendor servers.

» Monitor server response time, packet loss, and network latency.
» Track CPU, memory, and disk usage, and forecast when capacity will run out.
» Monitor server storage volumes, disk usage, and capacity metrics out of the box.
» Monitor the health of server hardware and blade enclosure, and isolate failures in components, such as battery, CPU, fan, temperature, memory, etc.
» Remotely remediate server issues. Terminate runaway processes, start/stop services, reboot servers, etc.
» Centrally manage and track server hardware and software asset information.

Learn more about server monitoring

Hardware Health Monitoring

SAM is designed to let you see the status and performance of critical server hardware components, such as fan speed, temperature, power supply, CPU, battery, and more. Quickly identify server hardware issues impacting server and application performance.

Monitor the hardware health metrics of Dell® PowerEdge®, HP® ProLiant®, IBM® eServer xSeries servers, and VMware® ESX/ESXi hypervisor.
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Capacity Planning and Forecasting

SolarWinds SAM can provide a detailed view of your server resources, including CPU load, memory used, disk capacity, etc. This lets you clearly see all server resource consumption. Make detailed capacity forecasts by tracking peak and average capacity over time. Find and fix server capacity issues before they impact end users and business productivity.

Remediate Server Issues Remotely
SolarWinds SAM provides a set of built-in tools designed to troubleshoot server issues remotely.

» **Real-Time Process Explorer**: Monitor processes in real time and kill runaway processes remotely.

» **Service Control Manager**: Monitor services, and remotely start/restart/stop them.

» **Real-Time Event Viewer**: Event logs can be viewed in real time and filtered by log type, event source, and severity level.

» **Windows® Scheduled Task Monitor**: Gain quick visual access to the status of scheduled tasks configured on your Windows nodes.

» Remotely reboot server at the click of a button.

**IT Asset Inventory**

SolarWinds SAM lets you discover and manage server hardware and software inventory in one centralized location.

» **Automatically discover and store IT asset data**
SAM can automatically collect IT asset details, including system information, processors, memory, volumes, hard drives, USB ports, drivers, storage controllers, network interfaces, firmware, installed software, and OS updates.

» **Track assets throughout their life cycle**
Track your software assets, such as version, installation, or purchase date, latest software updates, and more. Track hardware details, such as purchase date, usage, warranty expiration date, and location. This actionable data can help you decide if you should replace old or faulty hardware, and more.

» **Quickly alert and report on IT assets**
Report on asset inventory with charts and tables. Built-in reports show current asset usage along with model number, last update dates, names of admins who installed the updates, total resources used, unused hardware, etc.
MONITORING VIRTUALIZED ENVIRONMENTS

Along with physical servers, SolarWinds SAM is designed to let you monitor the health and availability of hypervisors (host) and virtual machines (guest). You can easily identify whether the application problem is due to a performance issue in the virtualized infrastructure or not. SAM supports monitoring VMware vSphere® and Microsoft Hyper-V® and containers.

» Hypervisor (virtual server/host) monitoring metrics include CPU load, memory utilization, list of virtual machines, and more.

» Virtual machine (guest) monitoring metrics include availability statistics, CPU, memory consumption, network traffic, and more.

» CPU, RAM, and availability performance metrics for Docker™, Kubernetes™, and Mesos™

“On a number of occasions, SolarWinds Server & Application Monitor has helped us troubleshoot performance issues with virtual machines.”

— James Spencer, IT/Systems
Faster Troubleshooting with Application Infrastructure Dependency Mapping

The AppStack™ is designed to allow you to troubleshoot application problems faster. Find out if a slow application issue is due to a performance problem in the application itself or the underlying physical and virtual server infrastructure and storage environment.

» Pinpoint the root cause of application issues across system, virtual, and storage infrastructures

» Dynamic maps show the status, relationships, and dependencies between applications in physical and virtual infrastructures

» With a single click, you can drill deep to identify performance and resource capacity issues

» You can get a unified view across multi-vendor applications, servers, hypervisors, and storage arrays
For example:

If you have a slow SharePoint® application, you can easily see what other IT components SharePoint is connected to, including physical server, virtual server, virtual machine, or storage volume. At a single glance, you can see the health of the dependent IT infrastructure and isolate the root cause.

Integration with SolarWinds Virtualization Manager, Storage Resource Monitor, Database Performance Analyzer, and Web Performance Monitor help to extend the AppStack dashboard's capability to provide deep insight into virtual layers and external NAS and SAN storage infrastructures so you can pinpoint deep-rooted performance problems.

Learn more | View AppStack Dashboard
PRE-PACKAGED ALERTS AND REPORTS

SolarWinds SAM comes with a wealth of pre-built alerts and reports that let you get started immediately. These alerts and reports are easily customizable from the web interface. You can modify them to suit your custom needs, or easily build new alerts or reports from the web console.

SAM leverages the alerting engine from the Orion® Platform, which helps support building intelligent alerting conditions:

- Define device dependencies to help ensure you don’t receive unnecessary alerts and prevent floods of useless messages
- Configure alerts for correlated events (alert if X and Y are true), and sustained conditions (alert if Y is true for more than five minutes)
- Dynamically calculate baseline thresholds and set up alerts based on network baseline data
- Escalate alerts automatically through a variety of alert delivery methods

Automate report generation and delivery with over 100 out-of-the-box reports available in SolarWinds SAM. You can easily modify them or build new reports based on custom requirements.
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INTUITIVE AND CUSTOMIZABLE DASHBOARDS

SolarWinds SAM is designed to provide a highly intuitive and user-friendly dashboard and monitoring console. Detecting performance issues can be much easier and faster with the help of custom views, easily modifiable widgets, charts, and graphs.

» The built-in dashboards and top 10 views is designed to allow you to easily monitor key metrics and isolate issues. You can also create your own custom monitoring views, NOC views, and individual widgets and resources.

» Automatically discover servers and applications, and add them to network maps. SAM is designed to automatically connect the components on the map to visually represent your network. You can create multiple layers of maps and can use them to drill down from top level (country, state, etc.) to granular locations (site, building, floor, etc.)

» Dynamically sort applications into logical groups, such as location, vendor, and any custom property.
UNIFIED APPLICATION MONITORING ACROSS PRIVATE, PUBLIC, AND HYBRID CLOUD ENVIRONMENTS

SolarWinds SAM can provide end-to-end visibility of your business-critical applications running on private, public, and hybrid cloud environments. Use agentless technology is designed to monitor applications and servers on-premise. The optional agent (for Windows and Linux) can extend the scope of monitoring to the cloud (AWS®, Microsoft Azure®, Rackspace®, etc.).

SAM is designed to help hybrid environments, where you move applications from on-premise to the cloud. Compare performance with baseline data, and use historical analysis to determine resource needs.

ENTERPRISE SCALABILITY

SAM is designed to be purpose-built to support the monitoring needs of small, medium, and large networks. As your requirements for polling grow higher, SAM is designed to add Additional Polling Engines to extend monitoring capabilities.

If you have a distributed network across different locations, you can install multiple instances of SAM, and roll up monitoring data to a single view with the help of the Enterprise Operations Console.

HIGH AVAILABILITY

As an IT engineer, you recognize the necessity of proactive 24/7 monitoring of your IT infrastructure. But what happens if your monitoring system fails? In other words, who’s monitoring the monitor? SolarWinds Orion Platform High Availability (HA) is designed to bring new and powerful capabilities. Near-instantaneous, automated, multi-subnet failover and recovery mechanisms are designed to ensure 24/7 availability for your Orion Server. HA can also support your pollers spread across different subnets, while also allowing failover to different sites, dedicated disaster recovery locations, or a cloud service of your choosing.

DEEPER MONITORING INSIGHT WITH SOLARWINDS ORION PLATFORM

SAM is powered by the SolarWinds Orion Platform, which is designed to provide a common set of services, letting you easily integrate products with one another. Because of Orion, SAM can easily extend to other IT management software from SolarWinds, such as Network Performance Monitor, Virtualization Manager, Storage Resource Monitor, Web Performance Monitor, Database Performance Analyzer, and more.
The Orion Platform is designed to allow you to add functionality as needed, providing end-to-end visibility across networks, systems, and applications. It offers a unified experience, alerting, reporting, and integrated metrics for contextual visibility, relationship mapping, and troubleshooting.

Benefits of the Orion Platform:

- Modular and scalable
- Offers broad coverage and deep monitoring capabilities
- Consolidated monitoring data and context across various IT layers designed to provide a unified monitoring view
- Centralized management and administration

CUSTOMER TESTIMONIALS

“It’s much easier with SolarWinds SAM to create custom monitors and application models, and monitoring and reporting Exchange status is greatly improved and less time intense. SolarWinds is much easier, in that we feel like we control the monitoring solution instead of it controlling us!”

– David Speer, System Engineer, Skanska AB

“This product is reliable, easy to use, and provides a whole lot of features at my fingertips!”

– John Shook, IT/Systems Administrator, ACSI

Read more customer testimonials by TechValidate research

Read more customer reviews on TrustRadius
HOW IS SAM LICENSED?

SolarWinds Server & Application Monitor is licensed by the number of component monitors, which is any measurement of application health and availability. Examples of component monitors include performance counters, services, processes, URLs, etc.

For each license tier, in addition to component monitors for applications, you can monitor physical servers, hypervisors, and disk volumes at no extra cost.

View full list of licensing tiers and pricing | Licensing guide

<table>
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<tr>
<th>AL150 License Tier Includes Monitoring</th>
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<tbody>
<tr>
<td>Up to 150 Component Monitors for Applications</td>
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<tr>
<td>Up to 150 Physical Servers, Hypervisors, Virtual Machines</td>
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<tr>
<td>Up to 150 Volumes (Local Disks)</td>
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NOTE: Licensing tiers have been set up to help you get the most beneficial pricing and monitoring limits. If you want to learn more about licensing, please reach out to us.

Email us at sales@solarwinds.com.

Call us at (+1) 866.530.8100.

Generate an online quote.

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» Online Demo
» Licensing Guide
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» Training Videos
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ABOUT SOLARWINDS

SolarWinds provides powerful and affordable IT management software to customers worldwide, from Fortune 500® enterprises to small businesses, managed service providers (MSPs), government agencies, and educational institutions. We are committed to focusing exclusively on IT, MSP, and DevOps professionals, and strive to eliminate the complexity that our customers have been forced to accept from traditional enterprise software vendors. Regardless of where the IT asset or user sits, SolarWinds delivers products that are easy to find, buy, use, maintain, and scale while providing the power to address key areas of the infrastructure from on-premises to the cloud. This focus and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as the worldwide leader in both network management software and MSP solutions, and is driving similar growth across the full spectrum of IT management software. Our solutions are rooted in our deep connection to our user base, which interacts in our THWACK online community to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at www.solarwinds.com.